

#### TOWN OF NORTH KINGSTOWN, RHODE ISLAND

100 Fairway Drive North Kingstown, RI 02852-6202 Phone: (401) 294-3331 Fax: (401) 885-7373

Web: www.northkingstown.org

**INVITATION FOR BID** 



#### **NOTICE TO BIDDERS**

#### <u>Town Website Replacement and Content Management System</u>

The Town of North Kingstown is requesting sealed bids for Town Website Replacement and Content Management System, in accordance with all terms and specifications contained herein. Sealed proposals will be received at the Information Technology Advisory Committee, Town Clerk's Office, Town Hall, 80 Boston Neck Road, North Kingstown, RI, until:

### One (1) o'clock P.M., Local Time NOVEMBER 14, 2016 All Bids received will be publicly opened after this time at Town Hall.

Proposals/Bids (1 original and 5 copies) must be submitted in sealed envelopes addressed to the Information Technology Advisory Committee, Town Clerk's Office, Town Hall, 100 Fairway Drive, North Kingstown, RI, and must be plainly marked in the upper left hand corner, "Town Website Replacement and Content Management System".

All bids will be opened at the following Information Technology Advisory Council Meeting (schedule to be posted). Individuals requesting interpreter services for the hearing impaired must notify the Town Clerk's Office three business days prior to the ITAC meeting.

It is the bidder's responsibility to see that the bid is delivered within the time and at the place prescribed. Bids received prior to the time of opening will be securely kept, unopened. Bids may be withdrawn upon written request (on the letterhead of the bidder and signed by the person signing the bid) if such request is received prior to the time fixed for opening. Bids may be modified in the same manner. No bid or modification thereof received after the time set for opening will be considered, even if it is determined by the Town that such non-arrival before the time set for opening was due solely to the delay in the mails for which the bidder is not responsible.

Any bidder taking exception to, or questioning any of the provisions, procedures, conditions or specifications herein stated should make such exceptions known to the undersigned, in writing, not less than five (5) days before the bid opening.

Any change or interpretation made as a result thereof will be published in an addendum and sent to all prospective bidders. Should a bidder still not be satisfied, he may, in the bid, set out and stipulate the exception, with enough explanation to be understood by the Town and, within the stipulation, the INCREASE or DECREASE in the bid price because of the exception shall be stated. The Town may, at its discretion, accept or reject any or all exceptions.

It is required that all supplies and services provided to the Town comply with applicable governmental laws and regulations.

Any payment discount offered shall be for payment within a period of not less than fifteen (15) days.



The work shall meet the requirements and satisfaction of the Town of North Kingstown, Rhode Island.

The right is reserved, as the interest of the Town may require, to reject any or all bid proposals, to waive any technical defect or informality in bids received, and to accept or reject any bid or portion thereof.

One copy of these papers is furnished to bidders. One complete copy must be attached to the bid if a bid is tendered.

Note: All bidders are responsible for insuring that no alterations have been made to the original bid package.



#### **INSTRUCTIONS TO BIDDER**

<u>ACCEPTANCE PERIOD</u>. Unless otherwise specified herein, bids are firm for a period of 1 year. If the successful bidder and the Town of North Kingstown mutually agree, the period of service may be extended for an additional 1 year.

<u>ADDENDA ACKNOWLEDGMENT</u>. Each bid shall include specific acknowledgment in the space provided of receipt of all addenda issued during the solicitation period. Failure to so acknowledge may result in the bid being rejected as not responsive.

AUTHORIZED SIGNATURES. Every bid must be signed by the person or persons legally authorized to bind the Bidder to a contract for the execution of the work. Upon request of the Town of North Kingstown, any agent submitting a bid on behalf of a Bidder shall provide a current power of attorney certifying the agent's authority to bind the Bidder. If an individual makes the bid, his or her name, signature, and post office address must be shown. If a firm or partnership makes the bid, the name and post office address of the firm or partnership and the signature of at least one of the general partners must be shown. If a corporation makes the bid, the bid shall show the name of the state under the laws of which the corporation is chartered, the name and post office address of the corporation and the title of the person signing on behalf of the corporation. Upon request of the Town of North Kingstown, the corporation shall provide a certified copy of the bylaws or resolution of the board of directors showing the authority of the officer signing the bid to execute contracts on behalf of the corporation.

<u>AWARD OF BID</u>. The Town will award the bid to the vendor whose solution that, in the Town's opinion, represents the best long-term value. This may or may not be bid that offers the lowest purchase cost.

<u>CANCELLATION OF SOLICITATION</u>. The Town of North Kingstown may cancel this solicitation at any time.

<u>COMPLIANCE WITH LAWS.</u> All bids shall comply with current federal, state, and other laws relative thereto.

<u>DEFINITION OF TERMS</u>. For the purposes of this Invitation for Bid, the following definitions will be used:

- a. **Contractor.** Same as Successful Bidder.
- b. May. Indicates something that is not mandatory but permissible.
- c. **Must/Shall**. Indicates a mandatory requirement. A bid that fails to meet a mandatory requirement will be deemed non-responsive and not be considered for award.
- d. Bidder. The person or firm making the offer.
- e. **Bid.** The offer presented by the Bidder.
- f. **Should**. Indicates something that is recommended but not mandatory. Failure to do what "should" be done will not result in rejection of your bid.
- g. Submittal Deadline. The date and time on or before all bids must be submitted.
- h. **Successful Bidder**. The person, contractor, or firm to whom the award is made.



# <u>DOCUMENTS TO BE RETURNED WITH BID</u>. Failure to completely execute and submit the required documents before the Submittal Deadline shall render a bid non-responsive. The documents that must be returned by the Submittal Deadline are listed on the form entitled "Bid Documents To Be Returned" and attached hereto.

<u>INK OR TYPEWRITTEN</u>. All information, prices, notations, signatures, and corrections must be in ink or typewritten. Mistakes may be crossed out and corrections typed or printed adjacent to the mistake and initialed in ink by the person signing the bid.

<u>NOMENCLATURES</u>. The terms Successful Bidder, Successful Contractor, and Contractor may be used interchangeably in these specifications and shall refer exclusively to the firm with whom the Town of North Kingstown enters into a contract because of this solicitation.

<u>NON-COLLUSION AFFIDAVIT</u>. Bidders are required to submit a Non-Collusion Affidavit with their Bids. See Attachment B. If there is reason to believe that collusion exists among the Bidders, the Town of North Kingstown may refuse to consider bids from participants in such collusion.

<u>OPENING OF BIDS</u>. All bids, irrespective of irregularities or informalities, will be opened and the names of the Bidders and proposed prices will be publicly read aloud at the Submittal Deadline. All interested persons are invited to be present at the opening and reading of bids.

<u>Postponement of Opening.</u> The Town of North Kingstown reserves the right to postpone the Submittal Deadline and opening of bids any time before the date and time announced in the Invitation for Bids or subsequent addenda.

<u>PRICE DISCREPANCIES</u>. In the event that there are unit price items in a bid schedule and the "amount" indicated for a unit price of an item does not equal the product of the unit price and quantity listed, the unit price shall govern and the amount will be corrected accordingly. If there is more than one item in a bid schedule, and the total indicated for the schedule does not agree with the sum of prices of the individual items, the prices given for the individual items shall govern and the total for the schedule will be corrected accordingly. The Bidder will be bound by said corrections.

<u>PRICES</u>. All Bids shall give the prices proposed, both in writing and in figures, shall give all other information requested herein, and shall be signed by the Bidder's authorized representative. Bid prices shall include everything necessary for the completion and fulfillment of the contract.

<u>BID FORMS/SUBMITTAL.</u> Bids should be clearly labeled and submitted in a sealed envelope or box bearing the name of the Bidder and Bid number. Bidder's authorized representative must properly initial any erasures or alterations of any kind. Bids that contain omissions or improper erasures or irregularities may be rejected. No oral, electronic, telegraphic, or telephonic bids or modifications will be considered.

- a. Forms. Bids must be submitted on the form in Attachment A.
- b. Copies. One (1) original and one (5) copies must be submitted on or before the Submittal



Deadline. Bidders shall submit one (1) original bid marked "MASTER", and five (5) identical copies.

c. **Discrepancies.** If discrepancies are found between the original and copy, the original "MASTER" will provide the basis for resolving such discrepancies. If one document is not clearly marked "MASTER", the Town of North Kingstown reserves the right to use the original as the Master.

<u>BID CONTENT</u>. Bidder must describe in detail how they will meet the requirements of this Bid, and may provide additional related information with his bid. Bids should be straightforward and concise. Emphasis should be concentrated on conforming to the Bid instructions, responding to the Bid requirements, and on providing a complete and clear description of the offer. If a complete response cannot be provided without referencing supporting documentation, the bidder must provide such documentation with the bid indicating where the supplemental information can be found.

The Town of North Kingstown is not liable for any costs incurred by Bidders before entering into a formal contract. Costs of developing the bids or any other such expenses incurred by the Bidder in responding to the Bid, are entirely the responsibility of the Bidder, and shall not be reimbursed in any manner by the Town of North Kingstown.

BID MODIFICATIONS. Any Bidder who wishes to make modifications to a bid already received by the Town of North Kingstown must withdraw his bid in order to make the modifications. Withdrawals must be made in accordance with the terms and conditions of this solicitation (see Bid Withdrawal). All modifications must be made in ink, properly initialed by Bidder's authorized representative, executed, and submitted in accordance with the terms and conditions of this solicitation. It is the responsibility of the Bidder to ensure that modified or withdrawn bids are resubmitted before the Submittal Deadline.

<u>BID, REJECTION OF.</u> The right is reserved, as the interest of the Town may require, to reject any or all bid proposals, to waive any technical defect or informality in bids received, and to accept or reject any bid or portion thereof. The Town reserves the right to reject the Bid of any Bidder who previously failed to perform adequately for the Town of North Kingstown or any other governmental agency. The Town expressly reserves the right to reject the Bid of any Bidder who is in default on the payment of taxes, licenses or other monies due the Town of North Kingstown.

<u>BID WITHDRAWAL</u>. Bidders' authorized representative may withdraw bids only by written request received before the Submittal Deadline.

<u>BIDDER'S BACKGROUND</u>. Bidder must provide a company profile. Information shall include:

- a. Company ownership. If incorporated, the state in which the company is incorporated and the date of incorporation.
- b. Location of the company offices.
- c. Number of employees both locally and nationally.
- d. Location(s) from which employees will be assigned.
- e. Name, address, and telephone number of the Bidder's point of contact for a contract resulting from this Bid.



- f. Company background/history and why Bidder is qualified to provide the services described in this Bid.
- g. Length of time Bidder has been providing services described in this BID.

Bidder must include in his bid a complete disclosure of any alleged significant prior or ongoing contract failures, any civil or criminal litigation or investigation pending which involves the Bidder or in which the Bidder has been judged guilty or liable. Failure to comply with the terms of this provision will disqualify any bid. The Town of North Kingstown reserves the right to reject any bid based upon the Bidder's prior history with the Town of North Kingstown or with any other party, which documents, without limitation, unsatisfactory performance, adversarial or contentious demeanor, significant failure(s) to meet contract milestones or other contractual failures.

<u>BIDDER'S REFERENCES</u>. Bidders should provide a minimum of three (3) references from similar projects performed within the last five years. Information provided shall include:

- a. Client/Business name;
- b. Project description;
- c. Project dates (starting and ending);
- d. Client/Business project manager name and telephone number.

<u>PUBLIC RECORDS</u>. Rhode Island law provides that municipal records shall at all times be open for personal inspection by any person. Information and materials received by the Town of North Kingstown in connection with a Bid response shall be deemed to be public records subject to public inspection upon award, recommendation for award, or 10 days after bid opening, whichever occurs first. However, certain exemptions to the public records law are statutorily provided. If the Bidder believes any of the information contained in his or her response is exempt from the Public Records Law, then the Bidder, must in his or her response, specifically identify the material which is deemed to be exempt and cite the legal authority for the exemption, otherwise, the Town of North Kingstown will treat all materials received as public records.

QUALIFICATION OF BIDDERS. Each Bidder shall be skilled and regularly engaged in the general class or type of work called for under the contract. The Bidders experience shall be set forth and submitted on the form provided herewith. It is the intention of the Town of North Kingstown to award a contract to a Bidder who furnishes satisfactory evidence that the Bidder has the requisite experience, ability, sufficient capital, and facilities to enable the Bidder to prosecute the work successfully and properly, and to complete it within the time specified in the contract. To determine the degree of responsibility to be credited to the Bidder, the Town of North Kingstown will weigh any evidence that the Bidder has performed satisfactorily other contracts of like nature, magnitude and comparable difficulty and comparable rates of progress. In selecting the lowest responsive and responsible Bidder, consideration will be given not only to the financial standing but also to the general competency of the Bidder for the performance of the work covered and/or specified in the contract documents. To this end, each Bid shall be supported by a statement of the Bidder's experience on the form entitled "Bidder's Experience", which is a part of the contract documents.



QUESTIONS AND COMMENTS. Questions and comments regarding this solicitation must be submitted in writing by mail to the Information Technology Advisory Council via the Town Clerk's Office no later than three (3) days before the Submittal Deadline. The questioner's company name, address, phone and email, and contact person must be included with the questions or comments. Answers, if any, made by the Town of North Kingstown, will be posted to the Town's web site as an addendum and electronic notification will be sent to all registered, prospective bidders.

REJECTION OF BIDS, WAIVER OF INFORMALITIES. The right is reserved, as the interest of the Town may require, to reject any or all bid proposals, to waive any technical defect or informality in bids received, and to accept or reject any bid or portion thereof. The Town reserves the right to reject the Bid of any Bidder who previously failed to perform adequately for the Town of North Kingstown or any other governmental agency. The Town expressly reserves the right to reject the Bid of any Bidder who is in default on the payment of taxes, licenses or other monies due the Town of North Kingstown.

<u>SELL OR ASSIGN</u>. The successful Bidder shall not have the right to sell, assign, or transfer any rights or duties under this contract without the specific written consent of the Town of North Kingstown.

SIGNATURES. An individual who is authorized to bind the Bidder must sign the bid.

<u>SUBMITTAL DEADLINE</u>. The Submittal Deadline is indicated on page 2 of this document. Bids must arrive in the Town Clerk's Office, Town of North Kingstown, 100 Fairway Drive, North Kingstown, RI. The receiving time in the Town Clerk's Office will be the governing time for acceptability of bids.

<u>TAXES</u>, <u>EXEMPT</u>. The Town of North Kingstown is exempt from Federal Excise and State Sales Tax. If requested, the Town of North Kingstown will furnish exemption certificates when the successful bidder submits invoices for payment.

TERMS OF THE OFFER. The Town of North Kingstown reserves the right to negotiate final contract terms with any Bidder selected. The contract between the parties will consist of the Bid together with any modifications thereto, the awarded Bidder's bid, and all modifications and clarifications that are submitted at the request of the Town of North Kingstown during the evaluation and negotiation process. In the event of any conflict or contradiction between or among these documents, the documents shall control in the following order of precedence: the final executed contract, the Bid, any modifications and clarifications to the awarded Bidder's bid, and the awarded Bidder's bid. Specific exceptions to this general rule may be noted in the final executed contract. Bidder understands and acknowledges that the representations above are material and important, and will be relied on by the Town of North Kingstown in evaluation of the bid. Bidder misrepresentation shall be treated as fraudulent concealment from the Town of North Kingstown of the facts relating to the bid.



#### **TERMS AND CONDITIONS**

<u>ASSIGNMENT OF RIGHTS OR OBLIGATIONS.</u> Except as noted hereunder, Successful Bidder may not assign, transfer or sell any rights or obligations resulting from this solicitation without first obtaining the specific written consent of the Town of North Kingstown.

<u>ATTORNEY FEES</u>. In the event a suit or action is instituted in connection with any controversy arising out of this contract, the prevailing party shall be entitled to receive, in addition to its costs, such sum as the court may adjudge reasonable as to attorney's fees and costs.

<u>AUTHORITY OF THE TOWN.</u> Subject to the power and authority of the Town of North Kingstown as provided by law in this contract, the Town of North Kingstown shall in all cases determine the quantity, quality, and acceptability of the work, materials and supplies for which payment is to be made under this contract. The Town of North Kingstown shall decide the questions that may arise relative to the fulfillment of the contract or the obligations of the contractor hereunder.

<u>CANCELLATION OF THE CONTRACT</u>. *Without cause*, the Town of North Kingstown may cancel this contract at any time with thirty- (30) days written notice to the supplier/contractor. *With cause*, the Town of North Kingstown may cancel this contract at any time with ten- (10) days written notice to the Bidder. Cancellation for cause shall be at the discretion of the Town of North Kingstown and shall be, but is not limited to, failure to supply the materials, or service specified within the time allowed or within the terms, conditions or provisions of this contract. The successful Bidder may not cancel this contract without prior written consent of the Town of North Kingstown Town Administrator.

<u>CHANGES IN WORK</u>. The Town of North Kingstown may, at any time work is in progress, by written order, make alterations in the terms of work as shown in the specifications, require the performance of extra work, decrease the quantity of work, or make such other changes as the Town of North Kingstown may find necessary or desirable. The Contractor shall not claim forfeiture of contract by reasons of such changes by the Town of North Kingstown. Changes in work and the amount of compensation to be paid to the Contractor for any extra work as so ordered shall be determined upon mutual agreement with Contractor.

<u>COMPLIANCE WITH OR DEVIATION FROM SPECIFICATIONS</u>. Bidder hereby agrees that the material, equipment or service offered will meet all the requirements of the specifications in this solicitation unless deviations from them <u>are clearly indicated in the Bidder's response</u>. Bidder may submit an attachment entitled "Exceptions to Specifications", which must be signed by Bidder's authorized representative. An explanation must be made for each item in which an exception is taken, giving in detail the extent of the exception and the reason for which it is taken. Bids failing to comply with this requirement will be considered non-responsive. Submittal of brochure or other manufacturer literature is desirable but may not be a substitution for this requirement.

<u>CONTRACT INCORPORATION</u>. This contract embodies the entire contract between the Town of North Kingstown and the Contractor. The parties shall not be bound by or be liable for any statement, representation, promise, inducement or understanding of any kind or nature not set



forth herein. No changes, amendments, or modifications of any of the terms or conditions of the contract shall be valid unless reduced to writing and signed by both parties. The complete contract shall include the entire contents of the Bid solicitation, all addenda, all of Bidder's successful submittal, supplemental agreements, change orders, performance bond(s), and any and all written agreements which alter, amend or extend the contract.

<u>FORMATION OF CONTRACT</u>. Bidder's signed Bid and Town of North Kingstown's written acceptance shall constitute a binding contract.

<u>LAWS GOVERNING CONTRACT</u>. This contract shall be in accordance with the laws of the State of Rhode Island and Providence Plantations. The parties stipulate that this contract was entered into in the County of North Kingstown, in the State of Rhode Island and Providence Plantations. The parties further stipulate that Washington County, Rhode Island, is the only appropriate forum for any litigation resulting from a breach hereof or any questions risen here from.

<u>SEVERABILITY</u>. If any provisions, or portion of any provision, of this contract are held invalid, illegal or unenforceable, they shall be severed from the contract and the remaining provisions shall be valid and enforceable.

<u>SPECIFICATIONS, CHANGES TO</u>. The parties shall not be bound by or be liable for any statement, representation, promise, inducement or understanding of any kind or nature not set forth herein or by written amendment. No changes, amendments, or modifications of any of the terms or conditions of the specification shall be valid unless reduced to writing and signed by both parties.

<u>SPECIFICATIONS</u>, <u>DEFINITION</u>. The term "specification" or "Bid specification" as used in this solicitation shall be interpreted to mean all the pages that make up this solicitation.



#### SPECIAL PROVISIONS FOR SERVICES

<u>CONTRACTOR</u>, <u>DEFINITION</u>. The term "Contractor" refers to the party entering into a contract with the Town of North Kingstown as a result of this solicitation.

COOPERATION BETWEEN CONTRACTORS. The Town of North Kingstown reserves the rights to contract for and perform other or additional work on or near the work covered by these specifications. When separate contracts are let within the limits of any one project, each contractor shall conduct his work so as not to interfere with or hinder the progress or completion of the work being performed by other contractors. Contractors working on the same project shall cooperate with each other as directed. Each contractor involved shall assume all liability, financial or otherwise, in connection with his contract and shall protect and save harmless the Town of North Kingstown from any and all damages or claims that may arise because of inconvenience, delays, or loss experienced by him because of the presence and operations of other contractors working within the limits of the same project.

<u>COORDINATION WITH AGENCIES</u>. The Contractor shall coordinate his activities with the proper regulatory agencies and have their representative on site at the proper times.

<u>DAMAGE</u>. The contractor shall be held responsible for any breakage, loss of the Town of North Kingstown's equipment or supplies through negligence of the contractor or his employee while working on the Town of North Kingstown's premises. The contractor shall be responsible for restoring or replacing any equipment, facilities, etc. so damaged. The contractor shall immediately report to the Town of North Kingstown any damages to the premises resulting from services performed under this contract. Failure or refusal to restore or replace such damaged property will be a breach of this contract.

INSURANCE REQUIREMENT. Within ten (10) consecutive calendar days of award of contract, Successful Bidder must furnish the Town of North Kingstown with the Certificates of Insurance proving coverage as specified in "Bidder's Statement Regarding Insurance Coverage" and naming the Town of North Kingstown, its officers and agents, Additional Insured by endorsement. The "Bidder's Statement Regarding Insurance Coverage" is Attachment C.

<u>REJECTION OF WORK.</u> Contractor agrees that the Town of North Kingstown has the right to make all final determinations as to whether the work has been satisfactorily completed.

RIGHTS RESERVED. (a) Rejection of Work. Contractor agrees that the Town of North Kingstown has the right to make all final determinations as to whether the work has been satisfactorily completed. (b) Completion of Work. If Contractor fails to comply with the conditions of the contract, or fails to complete the required work or furnish the required materials within the time stipulated, the Town of North Kingstown reserves the right to purchase in the open market, or to complete the required work, at the expense of the Contractor.



#### STATEMENT OF REQUIREMENTS PROJECT OVERVIEW

Kings Towne was incorporated in 1674, and included the vast area of Narragansett County. While it encompassed the present towns of North Kingstown and South Kingstown at that time, it was not until 1722 that they were established as separate towns. Best known as Rhode Island's sea town, North Kingstown's contributions are as historically significant as they are unique.

Because of its location and natural harbor and beaches, North Kingstown is famous as a summer resort and haven for pleasure boats. Among its many historic sites still standing are Smith's Castle at Cocumscuccoc, built in 1640, by Richard Smith as a trading post, and was used as a rendezvous point for troops who fought in the Great Swamp Fight in 1675. North Kingstown is also the birthplace of America's foremost portrait painter, Gilbert Stuart. Rolling Rock and Queens Fort, two of North Kingstown's landmarks, indicates the strong presence and tradition of Narragansett Indians in Rhode Island.

With its enchanting old churches and quaint colonial shops and homes, North Kingstown is an example of traditional life in New England. Two examples are the Old Narragansett Church, built in 1707, the oldest Episcopal Church building north of Philadelphia, and Wickford Village, which contains an impressive collection of houses dating back to the late 18th and early 19th centuriesmost likely the largest concentration of colonial houses in such a small area in the nation.

Today, North Kingstown is in the vanguard of a trend that is marking the future of Rhode Island's economic stability and industrial growth. From its earliest industries such as textiles, farming, fishing and boat building, to the designation in 1941 of Quonset Point and Davisville as major naval installations, North Kingstown has had a rich history of diversified economic growth and development.

The year 1973 brought an end to naval activities in North Kingstown, however, the closed facility at Quonset Point provided Rhode Island with over 750 acres of prime industrial land with ideally-suited, in-place facilities for a major job-producing Industrial Park, continuing North Kingstown's growth and economic development.

Although once famous for its Navy facilities, North Kingstown has growing commercial and manufacturing presence. Located near the mouth of Narragansett Bay, water activities are an important part of life in North Kingstown. Its picturesque village of Wickford is famous for its art festival.

The Town desires to establish a long-term relationship with a website development and hosting company to:

- 1) replace the Town's existing website with an enhanced website design and architecture,
- 2) provide secure and stable website hosting services,
- 3) provide a Content Management System with features that are inherently supportive of the specific needs of municipalities,
- 4) provide ongoing support for the Town's website needs.

The website design must reflect North Kingstown's unique character and provide an easy to use tool with a consistent "look and feel" for website visitors to find the information and/or services they need. The back-end content management system (CMS) shall provide features and functions designed specifically to streamline the effort required to maintain municipal website



content without the need for technical expertise. North Kingstown desires to have a website that will facilitate interaction and communication between Town departments and the North Kingstown community that will have benefits to the site users and enable the Town to run more efficiently and cost-effectively. Ultimately, the new website will be an extension of the Town's operations and functions, so that residents, taxpayers and visitors can obtain accurate and current information, and conduct business with the Town, without necessitating a telephone call or visit to a Town facility. The new website shall be easy for users to navigate, flexible and efficient for the Town to manage, and provide a wide variety of services and information to North Kingstown's citizens and visitors. Our department staff should be able to maintain most website content without impacting the look and feel of the site, and without the need for any specialized skills. The successful Bidder will provide the Town with an information ready, turn-key website that designated Town staff can immediately begin to update.

The Town's existing website, <a href="www.northkingstown.org">www.northkingstown.org</a>, is on a Drupal CMS in the town datacenter. The Town desires to transfer applicable current content and create new content for transition to a new site.

Technology is ever-changing and the Town desires to partner with a company that has a track record of embracing evolving technologies, especially as they relate to improving the way local governments and constituents communicate.

The Town has identified several objectives for an enhanced website capability, including, but not necessarily limited to, the following:

- Provide a long-term hosting and content management solution that the Town can grow and evolve with.
- Provide a feature-rich content management system that will enable website updates to be made by non-technical Town staff, as time and resources permit.
- Provide a website design that reflects the character, rich history, diversity and beauty of the Town of North Kingstown.
- Provide a website design framework that enables consistency of the "look and feel", addressing color schemes, graphic elements, and navigation tools that provide straightforward navigation within a unifying graphic theme to provide a seamless experience for site visitors.
- Provide flexibility within the design framework for "branding" of different Town departments and services.
- Provide an information architecture that supports easy navigation of the site to key Town information and services.
- Enable seamless content integration with mobile devices, ensuring the website retains all of its functionality.
- Enable departments to schedule publication, removal, and archival of content updates.
- Provide capability for electronic workflow/approval (as determined by security administration) for proposed web postings, which will enable wider distribution of responsibility for draft content creation.
- Expand the scope of information and services the Town offers via its website.
- Enable periodic refresh of the look and feel of the website.
- Enable seamless integration with social media.



#### Provide for emergency notifications.

- Enable the Town to easily post forms for users to complete and submit online, such as job applications.
- Provide information archival capability to facilitate compliance with the State of Rhode Island records retention guidelines. This will include the storing of each information update.
- Provide integration with current/future e-government applications.
- Provide an intranet capability, to facilitate sharing of "working" documents among Town staff.
- Provide a robust set of capabilities and tools to facilitate Town communications with the public.
- Enable end users to "tailor" their view of the site to focus on their specific interests.
- Enable the public to "subscribe" to notifications of the content updates they desire, via
- RSS feeds, iCal, email or text messages.
- Provide flexible calendaring that can be viewed either by department or as a Town-wide integrated calendar.

#### PROPOSAL SUBJECT CONTENT

Bidder shall provide the following in its response to this RFP:

- 1. Response to each Project Objective outlined above.
- 2. Response to detailed Specifications and Questions that follow.
- 3. Summary Statement, explaining in one page or less how your solution will differentiate you from other Bidders and why we should choose you as our successful Bidder. List the unique features that give your company a competitive edge in the website design and replacement industry.
- 4. Project Management approach to ensure success of this website design and implementation effort.
- 5. Project Plan, detailing all project activities and bidder's approach to accomplishing these. Provide a proposed schedule of activities from point of contract award, and detail the estimated effort required of Town staff for each activity (e.g. website design input/review, content development, testing, etc.)
- 6. Website hosting details, addressing host location and co-locations sites, security provisions, storage capacity/limitations, Town ownership and access to all content, and any other relevant provisions.
- 7. Staffing Plan, including professional biographies of the project manager and website design team likely to work on this project. Indicate any team members that will be subcontractors for this engagement.
- 8. Training Plan, addressing approaches for training staff on effective us of the content management system and site administrator(s) on effective site security and administration and ensuring staff success after training.
- 9. Transition Plan, addressing details of the final transition to the new website
- 10. Technology Plan, describing your company's approach to the ever-changing technology



#### landscape.

11. Supporting Documentation – this should not be a substitute for a clear and concise response to specific RFP requirements for information.

#### **BIDDER CAPABILITY**

The Town desires to partner with a firm that has extensive experience working with municipal websites, and has considerable insight into the specific needs of this market. Bidder shall respond to each of the following:

- Evidence of depth of resources for supporting the Town's website and resolving website problems.
- Evidence of a commitment to ongoing enhancements and innovations to website tools and capabilities, and ability to keep current with evolving web trends and web service capabilities.
- Evidence of a commitment to providing accurate documentation and training materials to support staff use of the website content management system, tools and site administration features.
- Website design credentials, identifying any specific achievements in the area of municipal website design.
- Training options available to the Town, including both onsite and web based offerings.
- Ongoing support capabilities, including support days/hours, support methods (email support, direct telephone support, remote assistance), service level agreements, average response times and any other related support information.

#### **PROJECT DELIVERABLE**

The successful Bidder shall provide a fully operational website framework in line with the agreed-up requirements as outlined in this document, with agreed upon content transitioned from the existing site or developed during this project. Town staff shall be able to immediately begin adding and updating content. The website will be fully functional on all standard web browsers, including prior versions (within reason, specific browsers and versions to be specified) and modern mobile devices (e.g. iPhones, iPads, Android phone, Blackberry phones, tablets). Also included in the deliverable should be supporting documentation, best practice recommendations on usage, recommended work flow outlines, and training for key users.

#### WEBSITE CONTENT MANAGEMENT SYSTEM

The Town is looking for a website content management system that will be adaptable to current and changing technology, enable content subject matter experts to efficiently publish and manage their content on the website, and provide easy access of information and services to website visitors.



Following is a comprehensive set of features that are desirable. Please indicate whether each is supported now, or may be in the future. Please provide as much detail as possible regarding any limitations or specific characteristics of the listed feature. Also, please add any features not listed that might be of interest to the Town.

Feature	Required, Preferred	Offered by Vendor (YES/NO)	Vendor Comment
1.) Content Editor and Management		•	
WYSIWYG rich text editor.	REQ		
Ability to limit certain features of WYSIWYG editor to maintain common look and feel throughout the website.	REQ		
Ability to schedule content publication and removal.	REQ		
Ability to organize and manage uploaded documents and images.	REQ		
Interactive photo galleries to publish and display photo assets.	REQ		
Document galleries to organize and publish documents according to subject matter.	REQ		
Ability to archive content to meet State of Rhode Island Records Retention requirements. <i>Please provide detail of how the archival capability functions.</i>	REQ		
Spell checker.	REQ		
Content publisher control of associated meta data.	PREF		
Ability to archive outdated documents and images.	PREF		
Ability to optimize uploaded pictures and graphic files for quickest page loading.	PREF		
List module for creation and organization of logically related items into lists that can be shared on multiple pages but managed within single list.  Example list content: contacts and links.	PREF		
Ability to determine/specify a publishing schedule for specific content.	PREF		
Ability to share content publicly or on an intranet area of the website.	PREF		



#### 1.) Content Editor and Management (continued)

#### Questions:

- 1) Does the CMS software provide a WYSIWYG rich text editor as an easy interface for nontechnical users to update content? If yes, please describe in detail, addressing how the editor manages HTML tags, tables, links, images, spellchecking, and other features.
- 2) Can WYSIWYG capabilities be turned off for source code editing? If yes, please describe how this is accomplished.
- 3) Can administrators limit certain features of the WYSIWYG editor? Please describe the features that can be controlled and how the control functionality is accomplished.
- 4) Describe the CMS software meta data management tools.
- 5) Can content live in multiple areas or be referenced in multiple areas? If yes, please describe the functionality and management of this feature.
- 6) Describe the CMS ability to schedule publishing or deletion/archive of content based on date, time and/or approval, etc.
- 7) Describe how the CMS assigns expiration dates and handles expired pages (automatic e-mail notifications, link updates, removal of expired pages, follow up tasks, etc.).

2.) Navigation		
Friendly URL's.	REQ	
Addition of external pages to navigation.	REQ	
Ability to reorganize content to different sections of the website without manually changing content links.	REQ	
Flexible navigation tools that facilitate management of common links across site.	PREF	
Secondary level navigation within specific content subject matter areas.	PREF	
MEGA Drop Down Menus.	PREF	
Breadcrumb navigation.	PREF	

#### Questions:

- 1) Describe the ability of admin staff to create new navigation menus?
- 2) Describe the ability of admin staff to move or change the placement of navigation menus.
- 3) Does the CMS software manage content and links for MEGA Drop Down Menus in its navigation? If yes, please describe how this is accomplished.
- 4) Does the CMS software manage navigation and display of interactive content such as tabbed content areas? If yes, please describe how this is accomplished.
- 5) Does the CMS software support the addition of external links to the global and secondary navigation? If yes, please describe how this is accomplished.
- 6) Does the CMS software support notification of users when they are leaving the site? If yes, please describe how this is accomplished.
- 7) Is 'breadcrumb' navigation automatically created and maintained by the software on every page of content? If yes, please describe how this content and links is managed.
- 8) Does the CMS support the ability to generate friendly URLs? If yes, please describe how this is accomplished.



3.) Master Calendar Functionality			
Master calendar to share events, meetings, holidays, etc. that can be managed in a main calendar and shared across the website by content/subject matter category.	REQ		
Capability to define recurring events.	REQ		
iCal links for users to add events to desktop calendar programs such as Outlook.	REQ		
The ability to create interactive maps of event locations.	REQ		
Provide RSS feeds by calendar based on content creator defined categories.	REQ		

#### Questions:

- 1) Describe the website calendar functionality.
- 2) Does the calendar support item categories and the custom display of calendar items by category across the site? If yes, please describe how this is accomplished.
- 3) Does the calendar create event reminders for site users to download event reminders to their own calendar applications? If yes, please describe how this is accomplished.

4.) Forms				
Standard contact forms.	REQ			
Ability to easily add custom forms to site pages and manage content produced by the forms.	REQ			
Capability for surveys and ad hoc reporting.	REQ			
Ability to use forms created with one or more standard form tools (e.g. MS-Word, Adobe).	PREF			
5.) Archiving and Roll Back and Restore Functionality	,			
Ability to archive content.	REQ			
Ability to define archival criteria.	REQ			
Ability to restore archived content.	REQ			

#### Questions:

- 1) As pages are updated, are existing versions automatically archived? Is there a limit to the number of archived versions?
- 2) Describe the CMS software's version control of content and rollback to the previous versions of content and documents/pages.
- 3) Does the CMS generate an audit trail and reports for the content that was updated? If yes, please describe this functionality.

6.) Security/Authorization			
Ability to centrally add and manage users and specify access rights.	REQ		
Ability to create groups with different access rights.	REQ		
Ability to limit certain group members from specific content and content management functionality.	REQ		
Publishing workflow with ability to customize by security group and user.	REQ		
Ability to manage logged in users.	PREF		
Integration with Active Directory or other centralized credential management system.	PREF		



#### Questions:

- 1) How are users and user groups created and managed? If yes, please describe how this is accomplished and provide detail on how rights are defined.
- 2) Are there pre-defined users and/or group types included or specified within the CMS software? If yes, please describe these users and/or group types.
- 3) Can specific content ownership be managed down to the user level including reassigning ownership to another user or user group? If yes, please describe how this is accomplished.
- 4) Can only certain group members have access to certain functionality, including limiting what buttons are accessible in the HTML editor? If yes, please describe how this is accomplished.
- 5) Can size limitations/quotas be assigned to different files, folders, and/or sites? If yes, please describe how this is accomplished.
- 6) Describe the administrator's role and access to content and content management on the website.
- 7) Describe the CMS software's workflow management tools including the ability to customize the workflow, workflow notifications, and the auditing capabilities of the workflow system.

#### 7.) Additional Capabilities

#### **Questions:**

- 1. Does the CMS software support the ability to apply customized look and feel within different departments/services while maintaining global navigation and website common look and feel? If yes, please describe how this is supported.
- 2. Does the CMS software produce RSS feeds? If yes, please describe the content this feature is available for and how it is managed within the software.
- 3. Does the CMS support social networking links for site visitors to share content on Facebook, Twitter, etc.? If yes, please describe this functionality and the ability to manage which sites are included in this feature.
- 4. Does the CMS meet ADA / 508 standards? If yes, please describe how this is accomplished.
- 5. Does the CMS support viewing text only, printing, and mobile access of content? If yes, please describe how this is accomplished and the mobile access systems are supported.
- 6. Does the CMS have a software development kit or other functionality to facilitate the integration of current and future e-government services software such as GIS, permitting, online bill payment, etc.? If yes, please describe how this type of integration can be accomplished.
- 7. Does the site have the ability to track and report website statistics? Please describe this capability.
- 8. Does the CMS have search and index capabilities both internally and externally hosted website resources? If yes, please describe the content that can be indexed and how search features are managed.
- 9. Please describe the opportunities that the proposed CMS solution has, if any, for Microsoft SharePoint or other enterprise content management system integration.
- 10. Does the solution provide for the management of content in rotating content or slideshow type of content that could support a rotating news feature on the home page? If yes, please describe how the software supports this type of content.
- 11. Will the website be based upon and industry standard database management system platform (e.g. Microsoft SQL Server), and does the content management system consist of database driven web applications.
- 12. Will the site display correctly in all versions for major browsers, e.g. Internet Explorer, FireFox, Google Chrome, Opera, etc. Please provide specific capabilities and limitations regarding prior versions.

#### **EVALUATION CRITERIA**

Consideration will be given to several factors, including: viability, experience and reputation of the Bidder; demonstrated qualifications and experience of personnel; overall responsiveness of the proposal to the Town's objectives; total project cost; and quality of similar projects Bidder



has performed in the past.

The Town reserves the right to request that Bidders support a hands-on structured demonstration/test of key elements of their product(s) as part of the website CMS selection process.

The bid will be awarded to the Bidder whose solution meets the requirements of the bid and offers the greatest overall long-term value to the Town. If proposed solutions are equivalent, the bid will be awarded to the Bidder with the lowest evaluated price.

#### **BID DOCUMENTS TO BE RETURNED**

The following documents must be completed and submitted on or before the Submittal Deadline for the Bid to be considered complete:

- 1. Bid Form
- 2. Non-Collusion Affidavit
- 3. Bidder's Statement Regarding Insurance Coverage
- 4. Bidder's Statement of Relevant Experience

#### Additional information to be provided:

- 1. Company ownership. If incorporated, the State in which the company is incorporated and the date of incorporation.
- 2. Location of the company offices.
- 3. Number of employees both locally and nationally.
- 4. Location(s) from which employees will be assigned.
- 5. Name, address, and telephone number of the Bidder's point of contact for a contract resulting from this Bid.
- 6. Company background/history and why Bidder is qualified to provide the services described in this Bid.
- 7. Length of time Bidder has been providing services described in this Bid. Please provide a brief description.

Responses to Bids must be submitted on preprinted forms supplied with this Bid. One (1) original bid marked "MASTER" and one (1) copy must be submitted on or before the Submittal Deadline.



#### **Attachment A**

#### **BID FORM**

Please provide all costs that apply in the table below. Add additional items as appropriate for Bidder's specific response to this RFP. If bidder has multiple options for any of the items listed below, please itemize these options. For example, if Bidder packages content management options/modules, please provide each package option, and clearly describe differences in the body of the response. Please note that the vendor may choose to add any other features not including in the proposal or other modules that may be of interest to the Town, as long as they are individually itemized and priced in the bid response.

Item	Rate/hr	Hours	Cost
Website Elements			
Project Management			
Website Design			
Website Architecture / Content Management System			
Website Content Preparation Support			
Staff Training - CMS			
Offsite			
Onsite Services			
Staff Training – Admin / Security			
Offsite			
Onsite Services			
Non-Service Costs (Itemize)			
Travel			
Annual Costs			
Website Hosting (Year 1)			
Website Hosting (Year 2)			
Website Hosting (Year 3)			
Website Hosting (Year 4)			
Website Hosting (Year 5)			
Support & Maintenance (Year 1)			
Support & Maintenance (Year 2)			
Support & Maintenance (Year 3)			
Support & Maintenance (Year 4)			
Support & Maintenance (Year 5)			





#### **BID FORM (Page 2)**

N.	AME AND ADDRESS OF BIDDING FIRM:	





I herein agree to abide by all requirements as detailed in the "Invitation for Bid – Town Website Replacement and Content Management System".

Signature:		
Printed Name & Title:		
Date:		



## ATTACHMENT B Non-COLLUSION AFFIDAVIT To Be Completed, Notarized, and Submitted With Bid

State of Rhode Island	
Town of North Kingstown	
deposes and says that he or she is Owner of the p made in the interest of, or on behalf of, an association, organization, or corporation; that the the Bidder has not directly or indirectly induced of sham bid, and has not directly or indirectly colle Bidder or anyone else to put in a sham bid, or to Bidder has not in any manner, directly or indirectly conference with anyone to fix the bid price of overhead, profit, or cost element of the bid price,	y undisclosed person, partnership, company, e bid is genuine and not collusive or sham; that or solicited any other Bidder to put in a false or uded, conspired, connived, or agreed with any that anyone shall refrain from bidding; that the ectly, sought by agreement, communication, or the Bidder or any other Bidder, or to fix any
advantage against the public body awarding the contract; that all statements contained in the bid directly or indirectly, submitted his or her bid pr thereof, or divulged information or data relative t corporation, partnership, company association, or agent thereof to effectuate a collusive or sham	l are true; and further, that the Bidder has not, rice or any breakdown thereof, or the contents thereto, or paid, and will not pay, any fee to any organization, bid depository, or to any member
Date	(Signed at)
Bidder name (Person, Firm, Corp.)	Authorized Representative
Address	Representative's Name
City, State, Zip	Representative's Title



#### **ATTACHMENT C**

### BIDDER'S STATEMENT REGARDING INSURANCE COVERAGE

BIDDER HEREBY CERTIFIES that the Bidder has reviewed and understands the insurance coverage requirements specified in the Invitation for Bid - Town Website Replacement and Content Management System. Should the Bidder be awarded the contract for the work, Bidder further certifies that the Bidder can meet the specified requirements for insurance and agrees to provide the Town with a certificate of insurance which names the Town of North Kingstown as an Additional Insured for the work specified.

#### Insurance Required:

- Workman's Compensation in compliance with statutory limits
- Comprehensive General Liability Insurance of at least \$1,000,000.

Name of Bidder (Person, Firm, or Corporation)	
Signature of Bidder's Authorized Representative	
Name & Title of Authorized Representative	
Date of Signing	



#### **ATTACHMENT D**

#### **BIDDER STATEMENT OF RELEVANT EXPERIENCE**

List up to ten (10) municipalities for which your firm has provided website development / implementation, transition and/or hosting services within the last five years. For each, please indicate whether you provided development/implementation services, transition services, and/or hosting services. Please list municipalities located in Rhode Island, New England and any that are comparable to the Town of North Kingstown in size or character. Please provide website link for each.

I hereby certify that I have performed the work listed	d below.
Signature of Bidder	

DESCRIPTION OF WEBSITE SERVICES	DATES	CONTRACT AMOUNT	CUSTOMER NAME & ADDRESS / CONTACT NAME, TELEPHONE/EMAIL